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One Community.

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It's Always Risky in IT: Frontline Stories and Strategic Insights

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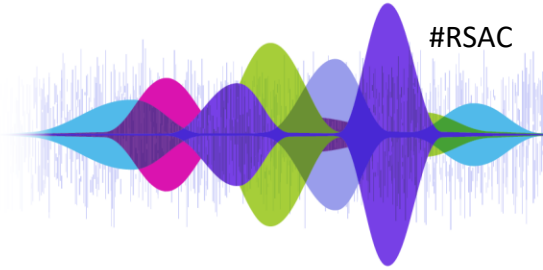
The Balance: Productivity vs Security

Who are we?



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Real World Case Studies

Risk reduction in high-velocity companies

- Shadow IT Apps – Protecting the company from the usage of un-sanctioned apps and accounts
  - Company data in free accounts used by business
    - Cloud Storage tools
    - Documentation/Transcription tools
    - Email productivity tools
  - Cost of procurement and various reviews
  - Productivity loss by blocking the usage

Risk reduction in regulated companies

- Zero Trust – Protect usage of sensitive company resources through trusted channels of identity, device, and business need.
  - Network restrictions for sensitive company systems
    - Customer Support Tools
    - Build and Development tools
- Businesses need to know the requirements
- Known device and Device posture requirements
- Traditional VPNs provide all or no solution

Common Issues faced

- Complexity
- Cost and Resource Strain
- Legacy System Integration
- Operational Challenges and User Experience
- Cultural and Organizational Resistance
- Scalability and Performance
- Data and Identity Management
- Interoperability and Compatibility

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Introducing Framework: D.A.C.I.M.I.

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Discovery

- Risk Register
- Risk Prioritization
- Definition of Outcome
- Success criteria
- Out of Scope
- Residual Risk Assessment

Alignment

- Cost
- Build vs Buy
- Proof of Value
- Integration with other systems
- Stakeholders
- Customer Experience
- X-Functional Partners
- Impact of unknown

Communication

- Socialize rationale
- Engage champions through opt-in
- Early feedback opportunities
- Recovery from failures
- Continuity of messages
- Multiple channels

Implementation

- Choice of implementation
  - Seek early wins vs Existing use cases
  - Fall back vs Roll back
- Choice of initial user population
  - Vocal vs adaptable customers
  - At risk vs less risky customers
- Choice of user engagement
  - Integrated vs New interface

Implementation

- Choice of ambiguity
  - Knowing all answers vs path of experimentation
- Choice of execution speed
  - Fast vs Gradual
- Choice of replacement
  - Easy vs Hard to replace in future
- Choice of maintainability or training

Maturity

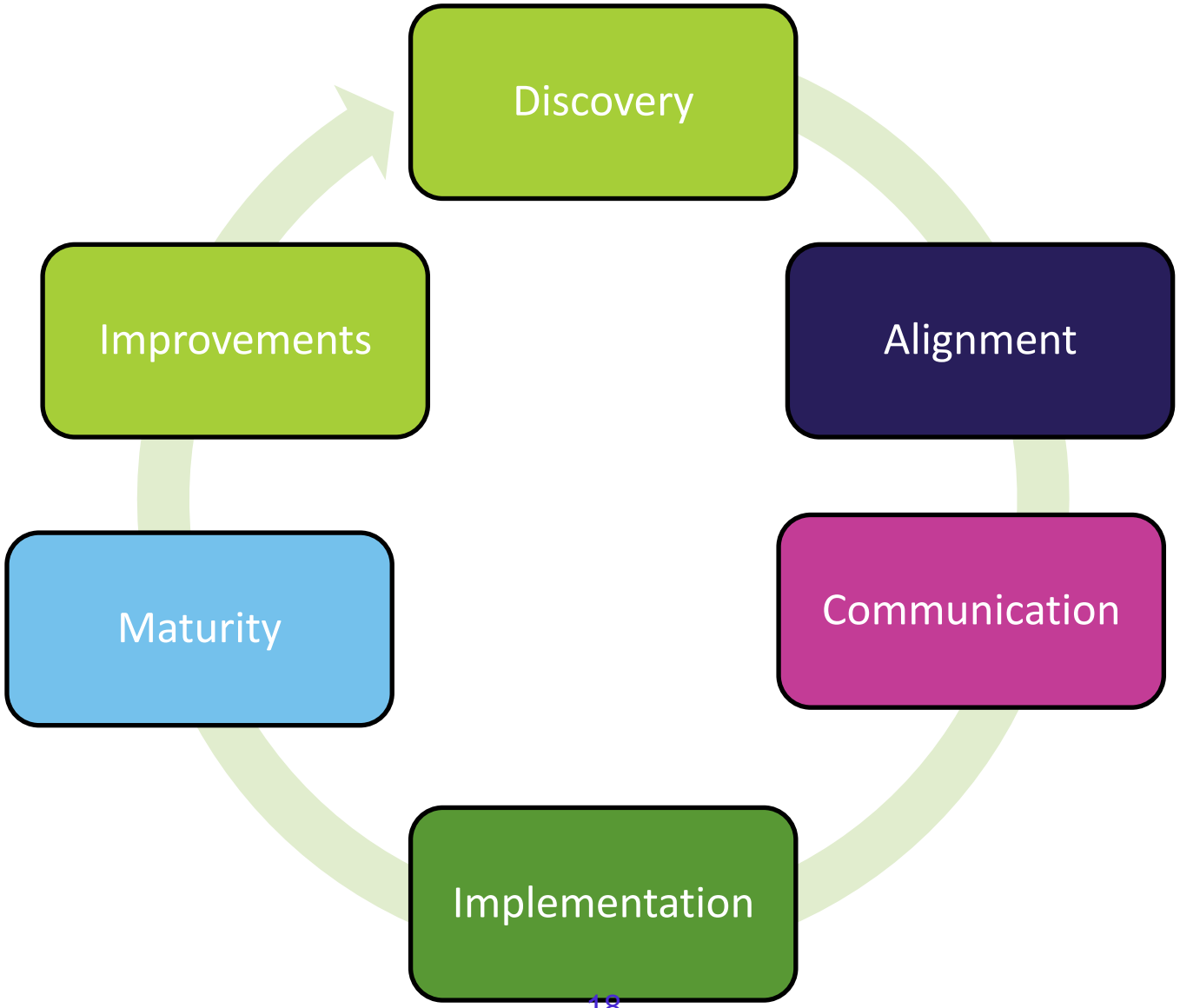
- Documentation
- Active monitoring
- KPI and Metrics
- Team re-composition

!! Automate, Automate, Automate !!

Improvements

- Evolving needs of business
- Fresh perspectives
- Change in scope
- Keep up with innovation
- Risk revaluation

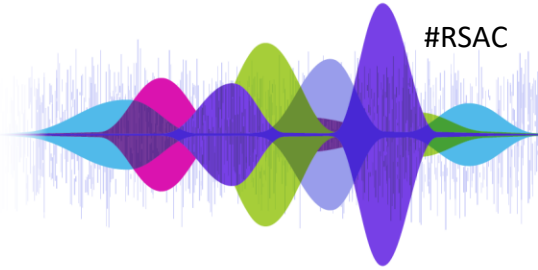
Framework: D.A.C.I.M.I



Benefits

- High Chances of a Successful Project!
- Cross functional Relationships
- Time Savings
- Cost Savings
- Better Security for your company

Next Steps



- Next week...
  - Look at unmitigated risks
- In the first three months...
  - Complete Discovery and Alignment exercises for one risk area
- Within six months...
  - Complete the Implementation the chosen risk area
  - Establish the Maturity model (replace the initial team)
  - Look at future improvements or move to another risk

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